

**TO AVOID DISAPPOINTMENT PLEASE READ CAREFULLY**

## **TERMS & CONDITIONS FOR COURSE BOOKINGS**

### **1. BOOKING ON A COURSE**

1.1 To secure your booking and avoid disappointment please follow the advice below:

#### **Non-Account Holders:**

1.2 You must send a 20% deposit with your Booking Form. The balance must be paid within Five working days of the course commencement, **or**

1.3 You can make full payment with your Booking Form.

#### **Account Holders:**

1.4 If you have (or your organisation has) a credit account with Nuco Training Ltd, you should send a purchase order form, or purchase order reference number with your completed Booking Form, **or**

1.5 You may pay as in (1.2) or (1.3) above.

#### **Enhanced Learning Credit Scheme Applicants (HMF):**

1.6 You must submit a Booking Form and keep Nuco Training Ltd informed of the progress of your ELC application. You must forward your personal 20% contribution as soon as you receive your Claim Authorisation Note. *(The ELC Administration will be invoiced for the balance on or after course commencement).*

### **2. PROVISIONAL BOOKINGS**

2.1 To register interest in a course, a provisional booking may be taken pending a deposit or payment as above but this will not guarantee your place on the course. Bookings secured as in Section 1 above have priority over provisional bookings.

### **3. LATE BOOKINGS:**

3.1 Late bookings, i.e. within 5 days of course commencement, must be accompanied by full payment or, for Nuco Training Ltd account holders, an official purchase order.

### **4. COURSE CANCELLATION OR TRANSFER:**

4.1 If you cancel your course booking, or request a transfer to a later course, with more than 15 working days before course commencement, there will be no cancellation fee. You will be entitled to have the payment credited against a future course or goods but no refund will be given.

### **5. LATE COURSE CANCELLATION OR TRANSFER:**

5.1 If you cancel your booking, or request a transfer to another course, within 15 working days of course commencement a cancellation fee will be levied to offset costs of including you on a course and the unfilled place on the course. The cancellation fee will be 20% of the total course cost (to a maximum of £100.00) and this will be deducted from payments received or, for account holders, invoiced in the normal way. Any balance will be held as a credit towards a future course or goods, but no refund will be given.

5.2 In the unlikely event that Nuco Training Ltd cancels your intended course, or re-arranges your intended course and, as a result of such a change, you are unable to attend, you will be entitled to a full refund.

### **6. COURSE FEES:**

6.1 Nuco Training Ltd reserves the right to change course fees, terms and conditions at any time.

### **7. VAT:**

7.1 All course fees, including cancellation fees, are subject to VAT.

**REMEMBER - WITHOUT A DEPOSIT OR PURCHASE ORDER YOUR PLACE CANNOT BE GUARANTEED**